

POWER OF ATTORNEY TO PROSECUTE APPLICATIONS BEFORE THE USPTO

I hereby revoke all previous powers of attorney given in the application identified in the attached statement under 37 CFR 3.73(b).

I hereby appoint:

Practitioners associated with the Customer Number:

51206

OR

Practitioner(s) named below (If more than ten patent practitioners are to be named, then a customer number must be used):

| Name | Registration Number | | Name | Registration Number |
|------|---------------------|--|------|---------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

as attorney(s) or agent(s) to represent the undersigned before the United States Patent and Trademark Office (USPTO) in connection with any and all patent applications assigned only to the undersigned according to the USPTO assignment records or assignment documents attached to this form in accordance with 37 CFR 3.73(b). I further authorize any of the above-identified practitioners to execute a Statement Under 37 CFR 3.73(b) on the undersigned's behalf to certify the chain of title and establish the undersigned's ownership in any and all patent applications in which rights have been assigned to the undersigned.

Please change the correspondence address for the application identified in the attached statement under 37 CFR 3.73(b) to:

The address associated with Customer Number:

51206

OR

Firm or Individual Name

Address

City

State

Zip

Country

Telephone

Email

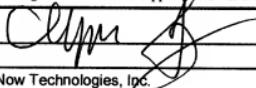
Assignee Name and Address:

RightNow Technologies, Inc.
500 Oracle Parkway, M/S 50P7
Redwood Shores, California 94065

A copy of this form, together with a statement under 37 CFR 3.73(b) (Form PTO/SB/96 or equivalent) is required to be filed in each application in which this form is used. The statement under 37 CFR 3.73(b) may be completed by one of the practitioners appointed in this form if the appointed practitioner is authorized to act on behalf of the assignee, and must identify the application in which this Power of Attorney is to be filed.

SIGNATURE of Assignee of Record

The individual whose signature and title is supplied below is authorized to act on behalf of the assignee

| | | | |
|-----------|---|-----------|---------------|
| Signature |  | Date | March 8, 2012 |
| Name | Christopher Ing | Telephone | 650-506-5746 |
| Title | Vice-President, RightNow Technologies, Inc. | | |

64016537 v1

Client Reference No.: ORA120934-US-CNT-1